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CHICAGO FIRE DEPARTMENT  
COMMISSIONER'S OFFICE  
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## MEMORANDUM

TO: All Department Heads

FROM: Paul A. Volpe  
Paul A. Volpe  
Budget Director  
Office of Budget & Management

Chris O'Brien  
Chris O'Brien  
Chief Information Officer  
Department of Business & Information Services

RE: New Mobile Communications Policy

DATE: January 30, 2006

The City of Chicago has adopted the attached revised Mobile Communications Policy to replace the Cellular Telephone Policy from 2004.

The Department of Business & Information Services will hold a mandatory training for department cell phone liaisons on this policy on **February 22<sup>nd</sup> from 2-4pm (Room 1103 City Hall)**. If the cell phone liaison cannot attend, another representative should be sent from your department. The expectation is that all City employees with mobile communications devices will have a copy of the policy and comply with it by **March 1, 2006**.

The main changes to the policy are as follows:

1. Employees who use a City device for personal calls must get a second line billed to their home address (section 6.2) or set up an automatic payroll deduction of \$75/month, if a 2nd line is not available on that device (section 6.3).
2. BIS pays all services invoices using departments' budgeted lines, but departments are still required to pay for the equipment costs separately (sections 5.2, 5.3 and 5.4).
3. Departments must identify the cell phone user by first and last names to the vendor, to OBM and to BIS (section 3.2.1).
4. Employees may only have one device (section 3.2.4).



5. In compliance with the Municipal Code, employees may not talk on cell phones while driving, and departments must purchase hands-free equipment for employees whose job duties include regular driving and accepting of business calls (section 6.5).

Other notable items include:

1. Departments are required to use the City's authorized vendor (Nextel/Sprint) unless BIS pre-approves using another vendor.
2. Contractors of the City of Chicago are not permitted to use mobile communications devices issued or paid for by the City of Chicago.

Thank you very much for your effort to implement this revised policy.

CC: Ron Huberman, Chief of Staff  
Robert Kolman, Managing Deputy Chief Information Officer  
Douglas Coupland, Manager of Telecommunication Services  
Department Finance Contacts  
Department Cell Phone Liaisons  
Budget Analysts

## **CITY OF CHICAGO MOBILE COMMUNICATIONS POLICY**

### **1. PURPOSE**

- 1.1 This policy is the official set of procedures for City employees regarding mobile communications devices and services.
- 1.2 This policy covers routine mobile communication related to the performance of an employee's regular duties and aids the City in achieving cost efficiencies available through mobile communication.
- 1.3 This policy will be strictly enforced. Any deviations from this policy must be justified in writing by the Budget Director prior to approval of use and/or payment of mobile communications.
- 1.4 This policy establishes procedures for the acquisition, administration and use of all mobile communications devices, including but not limited to cellular phones, direct-connect radios or other hybrid wireless devices that use commercial cellular services (such as BlackBerry devices).

### **2. SCOPE**

Mobile communications devices are provided to improve productivity, efficiency or enhance the public safety. This policy applies to all City Departments and organizations regardless of funding sources. Contractors of the City of Chicago are not permitted to use mobile communications devices issued or paid for by the City of Chicago.

### **3. PROCEDURE**

- 3.1 Acquisition of Mobile Communications Devices and Services:  
Departments requesting new mobile communications services, a change in the service type, or a device not on the "City Standards List" must place a request in writing to the Budget Director. Departments are required to use the City's authorized vendor unless BIS pre-approves using another vendor.

BIS' "Cell Phone Request Process" document also outlines the acquisition process. All requests should be forwarded to the department's Budget Analyst and should contain the following information:

- 3.1.1 Name, title and employee # of the person responsible for the use and security of the phone.
- 3.1.2 Justification for the phone.

- 3.1.3 BIS Activation and/or Order forms.
- 3.1.4 Proof of sufficient budgeted dollars in account .0181 to cover service cost, as well as a funding strip with sufficient budgeted dollars to cover equipment purchase.
- 3.1.5 Usage Contract signed by the cellular or data service user.
- 3.1.6 Quote from the vendor for the equipment and service costs.
- 3.2 Transferring mobile communications devices within Department:
  - 3.2.1 All mobile communications devices must be identified to the Telecommunications Division in the Department of Business & Information Services (BIS), to the department's Budget Analyst in the Office of Budget & Management (OBM) and to the vendor by the first and last name and employee number of the employee who has been issued the device.
  - 3.2.2 Mobile communications equipment is for the sole use of the employee listed in the department's request. If the department wishes to transfer a mobile communications device from one employee to another, it must first notify the contacts in BIS and OBM and the vendor.
  - 3.2.3 It may be necessary or cost-efficient for some departments to maintain a pool of department-assigned mobile communications devices. Shared devices should be identified as "Pool Phone," and should be managed and audited by the Departmental Cell Phone Coordinator.
  - 3.2.4 **If a user who has one mobile communications device is assigned a second device, the original device must be disconnected and returned to the Department Cell Phone Coordinator.** For example, an employee who has a BlackBerry should not have a cellular phone or a pager, since these services are redundant.

#### 4. ACQUISITION APPROVAL CRITERIA

The Budget Director will review mobile communications requests to ensure that the nature of the employee's work justifies the use of the device -- specifically, that it increases productivity or efficiency or enhances public safety. **The department must also have adequate funding in account .0181 to cover the additional cost.** The request will be reviewed against the following guidelines:

- 4.1 **At least one of the following criteria must be met:**



- 4.1.1 The employee performs some or all of his/her job duties away from a fixed location *and* must have regular communication with supervisors or other employees.
  - 4.1.2 The employee has frequent need for immediate communication from remote locations in order to perform his/her work in a more productive manner or to enhance the public safety.
  - 4.1.3 The employee is normally required to respond at hours outside his/her normal duty hours (on a 24x7 basis).
- 4.2 The employee should be assigned the least expensive mobile communications device that meets the department's needs. In many cases, a pager or text pager is adequate.
- 4.3 A device with direct-connect (two-way radio) or cellular service should only be assigned if a pager does not meet the employee's needs. One example would be an employee who needs Global Positioning System (GPS) technology.
- 4.4 A device with cellular service should only be assigned if the employee must regularly and remotely communicate with individuals who do not have direct-connect service.
- 4.5 **Data-transmitting devices (i.e. BlackBerry):**
  - 4.5.1 Data-transmitting devices are an expensive technology. The City discourages their purchase, except in cases where they can be proven to increase productivity, efficiency or public safety.
  - 4.5.2 This technology should be reserved for individuals who meet the above criteria for cellular service and who also need remote access to email or the department's calendar system. Examples include field supervisory personnel to avoid travel times to the office at the beginning and end of each day, team members who need to receive critical information in the field or deputy-level (senior management) employees. This does not mean that all field employees are eligible for this equipment.
  - 4.5.3 Departments must provide proof of sufficient budgeted dollars to cover the expense, including service, equipment, and an annual service fee for Blackberry integration into corporate email, if required.
  - 4.5.4 If a data-transmitting device has been issued, the user should not keep any other mobile communications devices (i.e. pagers or cell phones), since those functions are included in the data-transmitting device.

## 5. RESPONSIBILITIES

- 5.1 The **Budget Director** is responsible for approving requests for mobile communications devices from departments.
- 5.2 The **Chief Information Officer of Business and Information Services** is responsible for:
  - 5.2.1 Acquisition, activation and termination of all mobile communications devices and services used in the City.
  - 5.2.2 Assisting departments in preparing applications for mobile communications services.
  - 5.2.3 Resolving service problems with the vendor of the wireless service.
  - 5.2.4 Maintaining a citywide inventory listing of mobile communications devices.
  - 5.2.5 Paying for the citywide mobile communication services from the master summary invoice. **Departments do not pay for service.** BIS accesses departments' budgeted funding for this purpose.
  - 5.2.6 Coordinating voluntary paycheck deductions with the Comptroller's Office when employees want to use a City device for personal calls, but the device cannot accept a second line, as described in sections 6.2 and 6.3.
  - 5.2.7 Maintaining a citywide contract with mobile communication vendors in accordance with this policy and in the best interests of the City.
  - 5.2.8 Maintaining a list of Departmental Cell Phone Coordinators.
- 5.3 The **Department Head** is responsible for:
  - 5.3.1 Requesting adequate funding in the annual budget request to cover mobile communications service and equipment purchases.
  - 5.3.2 Ensuring that requests accord with this policy's guidelines.
  - 5.3.3 Ensuring that employees assigned mobile communications devices are provided with a copy of this policy, and that they comply with it.
  - 5.3.4 Appointing a Departmental Cell Phone Coordinator and notifying BIS and OBM in writing. Department Head can delegate duties but not responsibility.

- 5.3.5 Directing the Departmental Cell Phone Coordinator to maintain an inventory of mobile communications equipment and services in order to ensure accountability; providing this inventory to OBM and BIS in electronic format with the department's budget request and when requested by OBM or BIS.
- 5.3.6 Annually reviewing the inventory of mobile communications devices and services to confirm accuracy, continued justification and that selected services provide the best value to the City.
- 5.3.7 Terminating or suspending unneeded services.
- 5.3.8 Following the procedure in section 3.2 for transferring service to another user.
- 5.3.9 Distributing vendor invoices to the Departmental Cell Phone Coordinator.
- 5.3.10 Ensuring that all vendor equipment bills are paid.
- 5.3.11 Ensuring that the Departmental Cell Phone Coordinator audits all mobile communications statements for accuracy.
- 5.3.12 Ensuring that employees do not use City-issued mobile communications devices for personal use, unless they have a second line or an automatic payroll deduction, as provided for in sections 6.2 and 6.3.
- 5.3.13 Directing the Departmental Cell Phone Coordinator to periodically audit mobile communications statements for non-emergency employee personal calls, and initiating disciplinary action for violations.
- 5.4 **The Departmental Cell Phone Coordinator** is responsible for:
  - 5.4.1 Requesting mobile communications devices and services from BIS and OBM, on behalf of the department. Guidance can be found in the "Cell Phone Request Process" document and in section 3.1 of this Policy.
  - 5.4.2 Receiving invoices from the wireless communication provider.
  - 5.4.3 Auditing and *paying* invoices for mobile communications equipment orders. **Departments do not pay for service.** BIS accesses departments' budgeted funding for this purpose.
  - 5.4.4 Auditing wireless *service* invoices for incorrect charges.

- 5.4.5 At the direction of the department head, periodically auditing mobile communications statements for employee personal calls.
- 5.4.6 Contesting incorrect charges with the wireless communications vendor, and notifying BIS promptly.
- 5.4.7 Notifying employees of the obligation to set up a second line for any personal calls, or coordinating an automatic payroll deduction if a second line is unavailable, as outlined in sections 6.2 and 6.3.
- 5.4.8 Distributing mobile communication invoices to the devices users within five (5) working days of receipt, and receiving feedback on invoice accuracy within ten (10) working days of distribution.
- 5.4.9 Maintaining the department's inventory list of mobile communications equipment and services. The inventory will be submitted to OBM and BIS in electronic format with the department's budget request and when requested by OBM or BIS. The inventory list must contain:
  - Name, Title and Employee # of User
  - Device Type and Service Type
  - Service Initiation Date
- 5.4.11 Managing and auditing the pooled mobile communications devices.
- 5.4.12 Collecting payment from user for lost, stolen or damaged mobile communications equipment.
- 5.4.13 Collecting mobile communication equipment from user upon resignation or termination from department (regardless of location of future employment).
- 5.5 The **User** assigned responsibility for the mobile communication device is responsible for:
  - 5.5.1 Ensuring the physical security of the phone.
  - 5.5.2 Reconciling his/her cell phone bill monthly to identify erroneous charges or emergency personal use.
  - 5.5.3 If s/he wants to use the City-issued mobile communication device for personal calls, activating a second line on the device, or arranging for an automatic payroll deduction if a second line is unavailable, as outlined in sections 6.2 and 6.3.
  - 5.5.4 Returning the device to the Department Cell Phone Coordinator upon leaving the City or reassignment to another department or position.



5.5.5 Observing the usage guidelines set forth below in Section 6.

5.5.6 Reimbursing the City for lost, stolen or damaged mobile communications equipment.

## **6. GUIDELINES FOR MOBILE COMMUNICATIONS DEVICE USAGE**

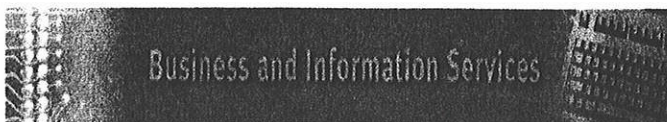
- 6.1 Mobile communications shall be of the minimal duration necessary to effectuate the purpose of the communication.
- 6.2 Employees who want to use their City-issued mobile communication device for personal calls must add a second line to the wireless communication unit, pending a credit check by the wireless vendor. All calls on this line will be billed directly to the user's home address and any costs are the sole responsibility of the user. The City of Chicago is not responsible for any calls made, fees or charges on the second line.
- 6.3 When a City-issued mobile communication device does not accept a second line (i.e. a BlackBerry), but the employee wants to use this device for personal calls, a monthly fee of \$75 will be automatically deducted from the employee's paycheck. The Departmental Cell Phone Coordinator will work with BIS to set up the deduction. Deactivations of voluntary deductions will be coordinated directly between the Departmental Cell Phone Coordinator and the Comptroller's Office.
- 6.4 Employees without a second line or an automatic deduction are not permitted to use their City mobile communication devices for personal calls, except in an emergency. Bills will be subject to periodic audits. Examples of emergencies include, but are not limited to: (1) a danger to the health or well-being of self or another person; (2) arranging for child care or other family emergency; (3) arranging for transportation or service in the event of car trouble.
- 6.5 Where applicable, users must activate the electronic locking mechanism on their cell phone or mobile communications device when not in use to avoid any unauthorized or unintentional calls.
- 6.6 Municipal employees who are issued cell phones or other mobile communications devices for work-related use must follow City law and use hands-free devices while driving. However, employees are strongly encouraged to safely park their vehicle in a secure location before placing or accepting communications.

This policy applies whether the employee is engaged in work-related activities or is using the communications device for personal reasons. Under no circumstances are employees allowed to place themselves, other drivers or pedestrians at risk for the purposes of using a mobile communications device.

For employees whose job responsibilities include regular driving and accepting of business calls, departments must provide hands-free equipment to facilitate compliance with the provisions of this policy.

- 6.7 If a mobile communications device is lost, stolen or damaged, the user must immediately contact the Department of Business and Information Services, as well as the service provider, so that the appropriate precautionary steps may be taken.
- 6.8 At the discretion of the department head, employees using privately owned mobile communication devices who *were not issued a City device* may be reimbursed by their Departmental Cell Phone Coordinator for communications made to conduct authorized City business.

Reimbursements will be made at the per-minute cost, if available, or as a percentage of the total bill, prorated to reflect the number of minutes used on City business. *Reimbursements will only be made up to the monthly service cost for a similar City-owned device* and should be made through the City's expense claim process.



## Cell Phone Usage Contract



### CITY OF CHICAGO CELLULAR AND DATA SERVICE USAGE CONTRACT

NAME

TITLE

DEPARTMENT

BUREAU

I have read and agree to abide by the City of Chicago Mobile Communications Policy.

I understand that the purpose of having a cellular or data-transmitting device is to improve productivity and/or enhance public safety. By receiving this device, I agree to keep all calls to the minimum length possible, to activate the electronic lock in order to prevent unauthorized calls (if applicable), and to ensure the physical security of the device. If the device is lost, stolen or damaged, I will report it immediately to the Department of Business & Information Services. Each month, I will be responsible for reviewing my department's mobile communications bill and notifying the Departmental Cell Phone Coordinator if there are any erroneous charges. **Personal phone calls on the City's mobile communication device are limited to emergencies only.** If I want to use the City-issued mobile communication device for any other personal calls, I will activate and pay for a second line. I understand that I am solely responsible for all the charges on this line. If a second line is not available on my device, I will authorize a payroll deduction of \$75/month. By accepting this City mobile communications device, I agree not to submit a claim for phone call reimbursement on my personal cell phone.

***Check the appropriate box:***

<input type="checkbox"/>	I authorize a payroll deduction of \$75/month to cover personal calls on a device that will not accept a second line.
<input type="checkbox"/>	I decline or am not eligible for a payroll deduction of \$75/month for personal calls.

This cellular and data device contract is valid for my current position title in my current department only. If I accept a new position title with this department or another department, or outside the City, I will return the mobile communication device to my department's Cell Phone Coordinator or sign a new usage contract. Any violation of the above requirements is grounds for discipline.

EMPLOYEE SIGNATURE

DATE

### DEPARTMENT HEAD SECTION

**The above employee has a valid need for cellular or data-transmitting device in order to execute required functional duties.**

DEPARTMENT HEAD SIGNATURE

DATE